Motor Vehicle Services
TALE LITE

MARCH 1989 VOL. 2, NO. 3 New Jersey Department of Law and Public Safety, Division of Motor Vehicles

Salem employee helps save man from drowning

It was supposed to be an enjoyable day of duck hunting for Safety Specialist 2 Herbert Berry of the Salem Inspection Station and his brother, Leamon. Before the sun had come up, however, tragedy struck and only because the brothers acted quickly was a drowning prevented.

"At 4:30 a.m. my brother and I were launching our boat in Riggins Creek in Leesburg. We waited for three men in front of us to put their boat in the water. The current was very swift," Berry said.

Suddenly, the brothers watched in horror as the boat in front of them was caught in the current and capsized. The

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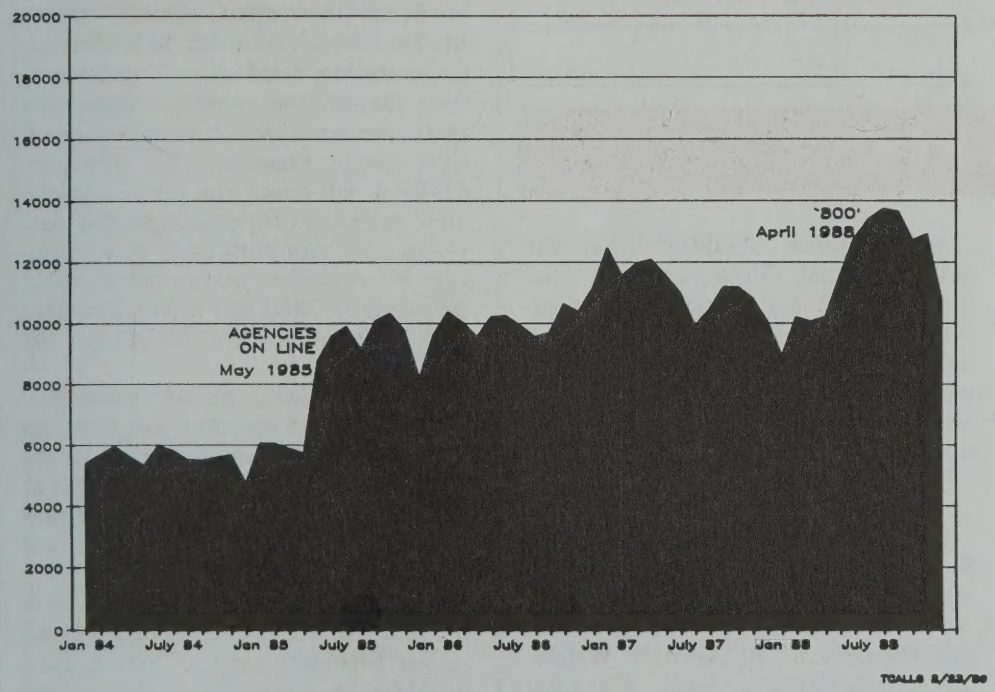
TELEPHONE CENTER AVERAGE DAILY CALLS ANSWERED



Do you think this is a view of a distant mountain range? In reality, it is how high the number of calls received by the Telephone Center has climbed. The chart was prepared by the Planning Office.

MVS employee picnic on Sunday, July 9

Get ready for the 1989 MVS Summer Spectacular Picnic!

This year the picnic, which proved so successful last year, will be held on Sunday, July 9, from noon to 7 p.m. at the same location—Oak Tree Lodge, 1412 Schoolhouse Road in Neptune, Wall Township.

Many of the same activities will again be available.

Oak Tree Lodge covers 15 acres and can accommodate up to 2,000 persons. The location is adjacent to Shark River County Park and is accessible from the Garden State Parkway.

Watch for more details in the next TALE LITE.

MVS road warriors: a story of numbers and people—excerpts from the Governor's State of the State Message. Page 4.

MVS employees outdo themselves —again

Motor Vehicle Services' employees not only outdid their own previous generosity, they blew the top off the fund raising barometer, beating last year's kindness by more than 50 percent—$14,968.50 compared to last year's total of $9,617.50. That's a jump of $5,351.

The dramatic effort won high praise from Director Glenn R. Paulsen, who proudly noted that the MVS contribution ranked first among the other Divisions within the Department of Law and Public Safety.

"The generosity shown by our employees during this year's New Jersey State Employees Charitable Campaign (NJSECC) is typical of what I have been saying all along, 'We have a great bunch of employees at Motor Vehicles and they really care about others.' "

Rita Jo Scarcella, coordinator for the MVS campaign, won congratulations for her work from Director Paulsen, who said that the gigantic increase in giving demonstrates "the serious care and concern that MVS em-

(Continued on Page 3)

MVS version of Big Bird

Meet Al the Owl. It seems that Al has taken up residence at the reception desk on the seventh floor of 25 South Montgomery Street, after following Director Glenn R. Paulsen to work one day. Above, he gets a bird's-eye view of some of the work that Support Services Representatives Mary Kline (left) and Shelly Rolon do in the course of a day.

THE TALK AT MVS

Army Spec. 4 **John Blue,** son of Support Services Representative 3 **Evelyn Blue** of the Office of Special Assistance and Customer Complaints, has graduated with honors from the Army's advanced training program in Columbia, S.C. A career soldier, he joined the Army four years ago.

✔

March is the month for birthdays in the Surcharge Section. Support Services Representative 2 **Sharon Miller** celebrated a birthday March 4 and Support Services Representative 3 **Linda Hughes** will mark her special day on March 28.

✔

Motor Vehicle Record Technician **Joy LeSavage** of the Surcharge Section became an aunt twice in one week, when a boy was born to her sister on February 21, and her other sister gave birth on February 23.

✔

Jacqueline D. Grizzle, Supervisor 3, Authorization Unit, has announced her engagement to **Robert L. Anderson.** They have set the wedding for June 30, 1990.

Susan Arnao, Auditor 3 in the Internal Audit Office, and her husband, **Arthur,** are enjoying a new addition to their family, **Kyle Charlton Arnao,** born December 7 weighing eight pounds, four ounces. He joins a sister, **Brook,** 13, and a brother, **Sam,** age 9.

✔

Congratulations to **Darlene Baranyi,** Support Services Representative 3 in the Information and Systems Management (ISM) Correspondence Unit, on her engagement to **Michael Wright.** The couple plans an April, 1990 wedding.

✔

Millie Olmo, Support Services Representative 3 at the Deptford Regional Center, and her husband, **Samuel,** welcomed a new son, **Samuel,** born February 8 weighing eight pounds, 11 ounces.

✔

David Jaworski, Storekeeper 1, Stocks and Supplies Section, and his wife, **Rossana,** a former MVS employee in the Budget Section, will celebrate their fourth wedding anniversary on May 11.

PERSONNEL TIPS

Continue health benefits with COBRA protection

By ED BESKO

What happens to health benefits in the event of resignation, termination, retirement or the like?

Former employees are given the option of continuing their health benefit coverage for 18 months beyond the end of their MVS employment thanks to the Consolidated Omnibus Budget Reconciliation Act (COBRA). Dependents of deceased employees, spouses who divorce from a current employee, or employees' dependents who marry or turn age 23 may continue health benefits with COBRA coverage for 36 months. The Personnel Administration Bureau must be notified within 60 days of the change in status.

Retiring employees, already enrolled in Blue Cross, Blue Shield, Major Medical or any Health Maintenance Organization (HMO), will automatically have that coverage continued under the State Health Benefits Group Retirement Program. In addition, COBRA will cover you for 18 months after retirement for prescription drugs, vision care reimbursement and dental care by paying an additional monthly premium to Medix, Inc., of Florham Park, the company handling the COBRA billing.

Employees who resign, retire, become employed less than full time, go on an extended leave of absence, or are terminated (except for gross misconduct or criminal charges), will be sent a COBRA notification letter and rate schedule.

A COBRA-eligible employee who is on Medicare should send a copy of his or her Medicare card to Medix, Inc., in order to apply for COBRA coverage.

Additional questions on this health benefit issue should be directed to Barbara Louis on the third floor of 25 South Montgomery Street, at (609) 292-4830.

✔

Congratulations to **Jill Humphrey,** Supervisor 3, Driver Fitness and Control Unit, and **Christopher Luciano,** Support Services Representative 2, Transaction Auditing Unit, who have announced their engagement. No date has been set for the wedding.

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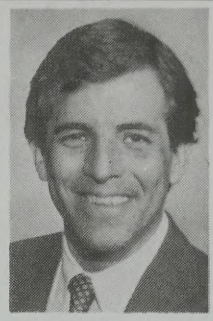
DIRECTOR'S MESSAGE

United behind a common goal—to help



DIRECTOR PAULSEN

During the past few weeks I have spent a great deal of time visiting our field locations statewide in an effort to learn first-hand just how things are going, what people are really feeling, where problems and concerns exist, and how we can develop solutions to those problems together.

As I traveled the state, I increasingly found myself wishing that each of you, whether you work in the field or at one of MVS' central locations in Trenton, could have this opportunity too, because I think it is the best way I've found for learning and appreciating how the other guy lives. Walking a mile in someone else's shoes, as the old saying goes, really helps you appreciate someone else's problems—something we could *all* do a little more often here at MVS.

To continue working effectively as a team, we can't backslide and view ourselves as separate and distinct units. We have to always think of ourselves as one organization, united behind a common goal—to help. Whether that means helping customers or helping each other, our pledge is the same.

I can tell you from personal experience that I never feel better about my job or myself than when I am working with a lot of other people to make a difference, improve a service, find a better way. Too often, it is easier to criticize the other guy for not doing his or her job than it is to make a commitment to do your own job better and to the best of your ability. But I have also found that the better you do your job the better you will feel about it and about yourself. And, let's face it, feeling good about yourself and your job is contagious. It makes others, co-workers and customers, feel that way too.

So whether you inspect cars in the line, enter data, pull microfilm, give information over the phone in the Telephone Center, issue registrations at an agency, or type and mail a clear, concise response to a motorist's question, you are one important part of a larger team working together to help this organization better serve the motoring public.

Care, concern, and commitment are only words unless people decide to turn them into a way of life by their actions. So next time you are tempted to be impatient with a customer or co-worker, to blame another operation at MVS or to pass work along as "not your job," stop and think how you would like to be treated. By doing that, you will be taking a giant step toward truly understanding and living our service pledge: How Can We Help? Thank you.

Glenn R. Paulsen
Director

CARY EDWARDS SAYS THANKS!

I just had to write this letter to let everyone know how very much I appreciated the farewell dinner at Cedar Gardens on February 3. I am still overwhelmed that you held a dinner in my honor. It was very kind and thoughtful of you. I was also deeply touched by the size of the gathering and the gifts, particularly the scrapbook and photo album highlighting all of the accomplishments we, as a team, were able to bring about at Motor Vehicles during my three years as Attorney General.

I will never forget the warm feelings of friendship and the kind words that were expressed by so many of you that evening. The memory of that night will never fade and will always be special for me, as will all my other fond memories of Motor Vehicle Services. I won't soon forget the icy parking lot, either.

I had the good fortune to meet most of you while serving as Attorney General and I will cherish those friendships in the years ahead. I was indeed lucky to have had the opportunity to serve as Attorney General during an exciting period of change that saw your organization become one of the very best motor vehicle operations in the country.

So I want to thank you all, not just for the wonderful dinner party and gifts, but also for your continued friendship and for the support you provided during the past three years. You are all members of a great team and I hope the rest of 1989 is a banner year for all of you personally and for Motor Vehicle Services, too.

CARY EDWARDS

Outdoing themselves

(Continued from Page 1)

ployees have for their community and its betterment.

"Rita Jo deserves praise for her ability to bring this caring attitude at MVS to the forefront and for keynoting the generous spirit of our employees who contributed to this worthy cause," he said.

Ms. Scarcella also received a letter from Michaelene M. Paulick, Department coordinator, who wrote, "On behalf of our Department, I thank you for making the 1988-1989 NJSECC campaign a tremendous success."

Total donations raised to date by Law and Public Safety totaled $57,096.40, compared to $42,184.50 raised last year.

MVS ROAD WARRIORS: A STORY OF NUMBERS AND PEOPLE

In January of each year, the Governor presents the annual State of the State Message to the Legislature. In it are outlined major areas of concern, recommendations for change and the most important legislative priorities and goals for the coming year. In his 1986 message, Governor Thomas H. Kean set the stage for change.

"For decades now, under both Republicans and Democrats, New Jerseyans have endured inefficient service from the DMV. The time has come to end this mediocre record. This year let us work together to reform and improve the Division of Motor Vehicles.

"We need to create a new Division of Motor Vehicles that is efficient, professional and responsive in every way to New Jerseyans' needs."

The 1989 State of the State included a section titled *Road Warriors*. In it, the Governor praised the improvements at Motor Vehicles.

"The DMV story is a story of numbers and of people. Macy's advertises its products by saying that 'we're a part of your life.' Macy's is small potatoes compared to the DMV. The DMV directly touches the lives of every one of the state's 5.2 million drivers."

Saying that no other State agency reaches so many New Jerseyans, the Governor continued for several paragraphs to cite examples of the number and types of transactions conducted by DMV every day.

He then noted that in processing that much paperwork mistakes will occur. "It was too many mistakes that proved to be the undoing of the old DMV." He also identified the other problems that had prevented us from doing our jobs, saying, "We had to change things and we did."

After setting the stage, the Governor reviewed what took months of hard work and dedication to accomplish, from installing a new computer system to improving waiting time in inspection lines to an average of 11 minutes (less time, he noted, than it would take Carl Lewis to run three miles).

"When Attorney General Edwards and I discussed the new DMV, we agreed that efficiency, convenience and service must be its underpinnings. We wanted any motorist who had to deal with the DMV to be treated just as well as he would when he entered Macy's or Bloomingdales."

After describing the many successes, the Governor emphasized one key reason that success was achieved.

"Most of all we made a major investment in the DMV's most precious resource: its people. Under the old DMV, the people trying to serve you were hamstrung by a terrible system. The 3,000 employees were crippled by a cumbersome bureaucracy and insufficient training. We changed all that . . . As a result, you, the motorists, are reporting a new level of satisfaction.

"We know what customers are thinking because we ask them to fill out our "Customer Report Cards" each month. With all the changes we have made, I was not surprised to see 85 to 95 percent of the motorists tell us that overall service was good or excellent. I must commend the men and women on the front lines of DMV for their good work . . ."

GUESS WE'RE DOING SOMETHING RIGHT—
KEEP UP THE GOOD WORK!

HEALTH OFFICE TIPS

By SARA AMMIRATA, R.N. and JESSIE C. TIMM, R.N.

February was National Heart Month, but every month is a good time to take care of your heart. We would like to encourage everyone to take to heart the following article, paraphrased from the Unisys Health and Safety Calendar.

Heart Health . . .
More Than Child's Play

It's never too early to set your children on the path to a healthy heart. Good habits taught early may help your children avoid the heartaches of heart disease later in life.

Prevention is at the heart of the matter, and the key word is moderation. Help your children learn the basics of heart health. Reduce the amount of fat and cholesterol in your children's diet. Keep a supply of low-fat snacks on hand. Encourage your children to be physically fit—play ball with them or take a walk together, help reduce your child's stress level by talking out problems.

After a while, these heart-healthy hints will become second nature . . . and as easy as child's play. Parents (and all adults) are encouraged to play along and follow the rules!

The above advice is never outdated and applicable for all ages.

THE TALK AT MVS

(Continued from Page 2)

Support Services Representative 2 **Norma Hylton** of the Authorization Unit is a new mother. **Shawn Scott** was born January 29, weighing seven pounds, eight ounces.

✔

Thelma Greenfield, Support Services Representative 3 in the Authorization Unit, announced the birth of her third granddaughter, **Elisha Michelle,** born February 15 weighing seven pounds, 15 ounces. Her parents are **Sara** and **Leslie Summiel** of Trenton.

✔

Examination Technician **Phyllis Wyatt** of the Newark Driver Testing Center and her husband, **Brett,** celebrated their sixth wedding anniversary on February 19.

Meet the print shop's Joe Smilek

'Stoker' keeps the presses rolling at MVS

Motor Vehicle Services' Print Shop on Jersey Street handles a massive 600,000 individual items a month and routinely turns out quality jobs for supervisors waiting for forms, letterheads, envelopes and a multitude of other printed material.

Heading this hectic operation and a staff of four is Joseph "Stoker" Smilek, an outspoken, friendly individual who makes printing, folding, stapling, cutting and all other daily printing tasks look easy.

Smilek, Supervisor of Printing Operations 2, is a hands-on leader, often stripping negatives and doing cutting and folding himself when deadlines are approaching.

A self-taught printer, Smilek receives the work from Forms Control, marks the rush jobs that have to be turned around immediately, oversees the ordering of supplies and generally makes sure everything runs smoothly.

"A state print shop is a convenience for a department or a division," he said. "We now do two-color work, and many people don't realize it takes time to turn a job around."

Smilek came to MVS in 1967 after working in varied jobs unrelated to printing. After high school he went to work in the mail room of the New Jersey Department of Transportation. After two years he left to become a clerk in New Jersey Superior Court. After another two years, he became a water meter reader for the city of Trenton.

He joined MVS as a file clerk, soon transferring to the Mail Room. An opening came up in the Print Shop, then located at 427 North Montgomery Street, and he started there as a trainee. In a year he was an offset machine operator. He then moved up through the ranks, becoming supervisor about

PROFILE

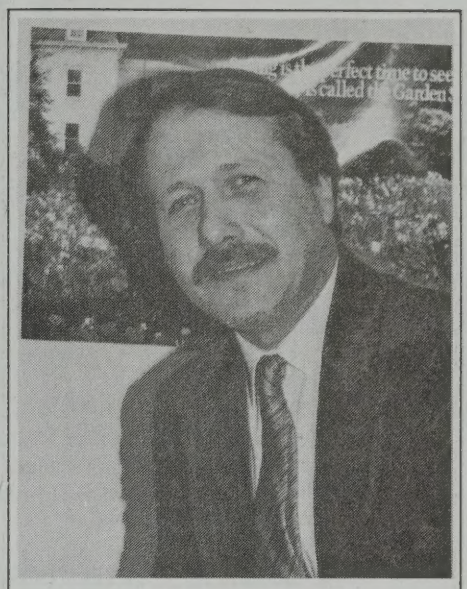
a year ago after the death of Joseph Avanzato, who was then supervisor.

Smilek's staff consists of Angelo Nalli, Frank Paparella, Thad Krupa, and Paul Sanders.

They and his close friends call him "Stoker." How did he get the nickname?

"I was five years old and there were four or five of us kids playing in the school yard. An older friend came by and took us to the movies. There was a character in the movie called Stoker. After the film, all the kids called me Stoker, and the name has stuck all these years," he said.

Part of Smilek's job is being resourceful. He was in the middle of a job recently when an electrical storm knocked out all the power. He called the State Police print shop and got the job finished there, supplying it to the user on time.

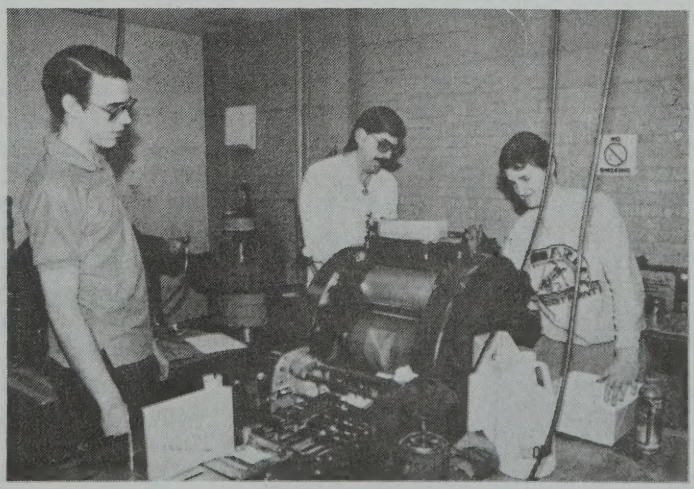


JOSEPH SMILEK

"We sometimes have to contend with no heat, or no electricity, but the main thing is doing the job and getting it out on time. That's just part of running a print shop," he said.

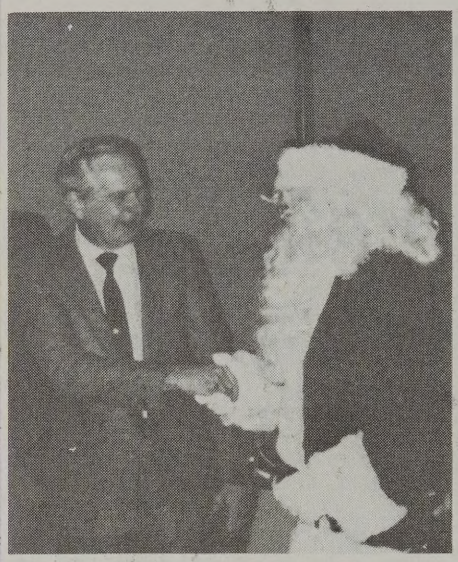
One of the jobs that Smilek and his staff do every month is TALE LITE. Along with others who depend on the print shop for printed material, TALE LITE wants to extend to Joe Smilek and his shop a big "thank you" for a job that looks great and is always on time.

Joseph Smilek operates the paper cutter at the print shop, as Angelo Nalli (left) assists.



Running one of the three presses are (from left) Paul Sanders, Angelo Nalli and Thad Krupa.

How can we help? Just ask Ted Vetter



Ted Vetter turns into Santa Claus to shake hands with (left photo) Ed Smerecki, retired Northern Region Manager, (center photo) Roger Gilmore, Northern Region Acting Manager, and (right photo) Ralph Grotto, Safety Specialist 2. "Santa" presented Grotto with an inscribed key chain from Director Paulsen.

Paramus employee exemplifies the concern and caring at MVS

There are probably no greater compliments than those received from co-workers and friends.

That's the case with safety Specialist 2 Ted Vetter of the Paramus Inspection Station.

The kindness and consideration that Vetter has shown to others was brought to TALE LITE's attention by Safety Specialist 2 Joseph Catena, Shop Steward, and Safety Specialist 2 Ralph Grotto, Assistant Shop Steward at Paramus.

"By Ted's jolly and courteous attitude in the lanes, he has demonstrated that Christmas not only exists on December 25, but throughout the year," Catena and Grotto said.

Ted (Santa Claus) Vetter greets Director Glenn R. Paulsen and John Hoffman (center), president of Local 518.

"We have seen Ted on his off-time helping people get stalled vehicles started and seeing them through inspection. He has, along with Mrs. Vetter, invited all the personnel to his home many times throughout the year to eat and drink and share our mutual interests," they added.

Grotto said that he has seen Vetter help motorists whose vehicles have stalled in the lanes. He sometimes uses starter cables on his personal car to get a customer's car started, even on his own time.

This past Christmas, he dressed as Santa Claus and spent his lunch hour in the lanes giving out lollipops to children.

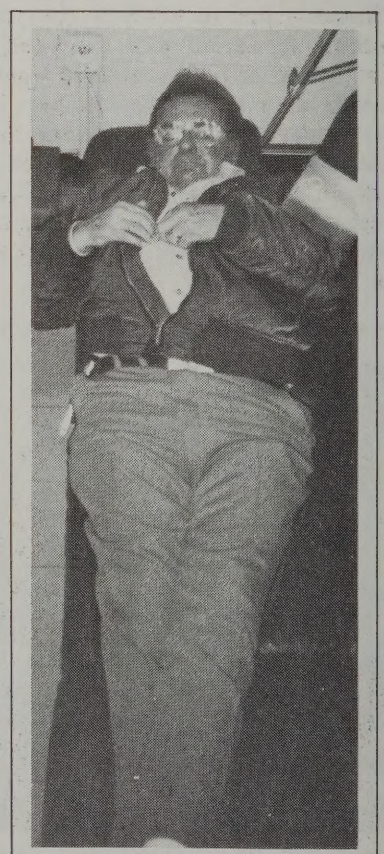
He also played the part of Santa Claus at the Christmas parties at the station and at Local 518 headquarters.

"The officers of Local 518 and I would like to thank you for your true spirit of the holiday by being our Santa Claus," John Hoffman, president of Local 518, wrote in a letter to Vetter. "It was a treat for everyone, and gave a real festive touch to our party.

"It is always better when everyone gets involved and can come together for a joyous occasion. Your contribution showed that," Hoffman continued.

Vetter came to MVS in December 1987 after operating a service station in New Milford most of his life. That accounts for how he can get stalled cars started so fast.

Catena and Grotto summed up Vetter's enthusiasm by saying, "Spirit and involvement—that's what Ted has given all of us at Paramus."



Ted Vetter, minus the Santa outfit, takes a well-deserved nap after a tough day.

EAS counselors open Trenton Regional office

By MAUREEN SCZPANSKI

The Employee Advisory Service (EAS), which has operated a satellite office at Motor Vehicle Services since July 1987, is opening another office for the convenience of employees working in the new Trenton Regional Service Center at Stockton and Front Streets.

EAS counselors Larry Straus and Joe McCloskey, who have assisted hundreds of MVS employees with both personal and work-related problems since opening an office in the Nevius Voorhees Building almost two years ago, will spend one day a week in the regional center meeting with employees who are either referred to them by their supervisors, or who voluntarily make an appointment.

Employees are free to discuss any problems with the counselors, including alcohol and drug abuse, marital difficulties, mental health concerns such as anxiety or depression, family problems, or work related issues such as problems with supervisors or difficulty in meeting assignments.

The counselors will be available to meet with employees in the third floor conference room of the new regional center between the hours of 9 a.m. and 5 p.m. every Thursday. Employees interested in setting up a meeting can call 292-7445.

Initial visits to determine the extent of the problem can be scheduled during working hours. Additional counseling sessions can be scheduled on employees' own time. Straus and McCloskey will also make referrals for employees who they feel might need additional counseling. All meetings are confidential.

Hundreds of employees have been assisted with both personal and work related problems.

Straus and McCloskey will continue to see employees at their Nevius Voorhees office on Mondays, Tuesdays and Wednesdays from 9 a.m. to 5 p.m. In addition, the counselors maintain an office in Building 12A of Quakerbridge Plaza on Fridays from 9 a.m. to 5 p.m.

Employees can further protect the confidentiality of visits by making appointments at the main office of the Employee Advisory Service in Suite 2-B and 120 Sanhican Drive in Trenton. The telephone number is 292-8543.

Counseling services are also available for employees working in MVS field offices. Employees working at MVS offices in the northern part of the state can contact EAS' Newark Regional Office at (201) 648-3832. MVS employees working in the Southern Region can contact EAS' Hammonton office at (609) 561-7201.

Because of the success of EAS' counseling program at Motor Vehicles—which was actually a pilot for all of state government—the service will be opening another satellite office next month for Law and Public Safety employees working in the Justice Complex. In addition, EAS hopes to expand its services to other departments in state government later this year.

DON'T FORGET TO READ THE BULLETIN BOARDS

Have you read any good bulletin boards lately?

In case you haven't noticed, the Internal Communications' bulletin boards have been freshened up, straightened up, and a new posting has been added—the Director's monthly report to the Attorney General highlighting the status of Division projects and programs and other happenings during the past month.

That means employees in the three headquarters buildings, the three regional service centers, and the three Quakerbridge Plaza buildings—where the boards are located—should get in the habit of pausing to read these dispatches, as well as other notices that appear regularly on the boards.

In addition to the monthly reports, employees can look forward to seeing messages from the Director contained in "From the Director's Desk," MVS news in brief summarized in "F.Y.I. Staff," the "Spotlight" photograph, which is a preview of who is being "profiled" in the current issue of TALE LITE, plus information on rides and car pools being organized, items for sale by co-workers, and other general information of interest to you.

Do you have news that you want displayed on the bulletin boards? To get it posted, send it, along with your name and work phone number, to the Internal Communications Unit, Public Affairs Office, seventh floor of 25 South Montgomery Street. The telephone number is 2-8231.

MVS' monthly reports grow smaller. See Page 8.

The Internal Communications staff is responsible for maintaining the bulletin boards and keeping them posted in a neat and orderly manner. Material is kept on the boards for about two weeks. You can help keep the boards looking neat and orderly by *not* removing or posting material without clearing it first with the Internal Communications Unit at the number listed. An exception is material pertaining exclusively to individual floors, such as congratulatory, condolence and thank you cards. You can post these items directly, under the heading of "Personally Speaking."

The boards in the three regional service centers are maintained by their respective site managers, who designate someone to do the actual posting. The site managers receive the material from the Internal Communications Unit through interoffice mail.

"An internal bulletin board system encourages and maintains a timely, efficient flow of information that is job-related and informative to employees," Chief of Staff Chris Cox said.

"Through this method of communication, we are letting the employees know what is happening quickly, which helps to reduce rumors and keep employees informed. I encourage everyone to stop for a moment as they pass a bulletin board and see if there's anything there that is of interest to them," she added.

MVS' monthly report grows smaller

Last summer the Director's monthly report to the Attorney General about Motor Vehicle Services tipped the scales with an average of 47 pages. Combining narrative and statistical sections, the Division report was drawn from nearly 20 separate areas within MVS submitting reports to the Director.

Whether many employees read the report, which was circulated among managers as well as being sent to the Attorney General, was an open question. It told a lot about the Division—possibly more than anyone wanted to know. And it was still growing.

Then, starting last fall as a result of a request from the Attorney General's office, the MVS monthly report changed in looks and content—as well as usefulness and readability too. Far fewer "feeder reports" came in to the Director's attention, and they were also lighter than before, a result of following new format guidelines. Two main goals of the change were:

- to let administrators tell the Director as simply as possible the *exceptional* management issues and operational highlights that he needed to be aware of or to take action on, and
- to make it easier for him, in turn, to do the same thing for the Attorney General.

Starting in September, the Division monthly report was slimmed down from an average 47-page total to six pages at most—three of narrative, three of statistics. The narrative part summarizes the exceptions to day-to-day business at the Division; it tells about significant changes in any direction.

The statistical part includes core production and performance figures—totals and percentages for key areas. Over time, this information will suggest patterns and trends so that Division managers will be able to plan efficiently and take more appropriate actions.

Because the Division report contains important information in a new package, it's now posted on bulletin boards for Motor Vehicle people in the Trenton area. For a capsule idea of highlights around MVS, employees can scan the six pages posted each month.

Words at work:
Let's share MVS lingo

"Did you get that *autopic* from *CARS?* Or was it on the *dishonored check* for the *dupe rest fee* that came from the *remittance processor?"*

"A *Sup* or *MVRT* can check the *menu* on your *comp system tube* for a *screen* with the *MSO."*

"Were you *off the street* before you worked here at the *RSC?* Are you *permanent;* do you *have status?* Anyway, can I borrow your *Title 39?"*

Pretend you're a new MVS employee. Now translate the three quotes above into plain English; everyday language anyone could understand.

What's that? You can't do it? A bit too much shop talk? Too specialized? Loaded with MVS jargon?

To eventually help new Division employees, or those who move from one unit or program area to another, or those who just like to understand the conversations around them in elevators or at lunch, we're collecting "MVS lingo"—that is, language unique to the Division that usually works *here* but probably wouldn't communicate much to a family gathering or a newcomer.

We use *plenty* of MVS lingo. Keep a tablet and pencil handy for a day or two and list the lingo—words or phrases—you hear. Then, if you want to, take a step further and "translate" those terms into everyday language, writing a definition of each word or phrase.

When you have finished, we want your lingo list! Just add to it your name, work address and phone number, put your lingo list in an envelope and send it to: TALE LITE—LINGO, 7th floor, 25 South Montgomery Street.

We'll print examples of lingo you send us with definitions that either you or we put together. We may even put together some contests and puzzles for future LINGO learning.

And fair's fair. A translation of the italic words and phrases in the three quotations above is printed upside down in the box below. To illustrate *heavy duty* lingo, we took a little poetic license, though, and exaggerated, so the sentences here don't necessarily make sense. But if you understood the lingo to start with, you already knew that!

Rescue

(Continued from Page 1)

three men and their dog pitched into the water.

One of the men was swept downstream by the current, but he managed to grab the dog and pull it and himself out of the water to safety. The second man clung to a nearby bridge abutment.

The third man, however, was wearing waders and was pulled under. The man on the bank seemed in shock and called frantically for someone to help his buddy still in the water.

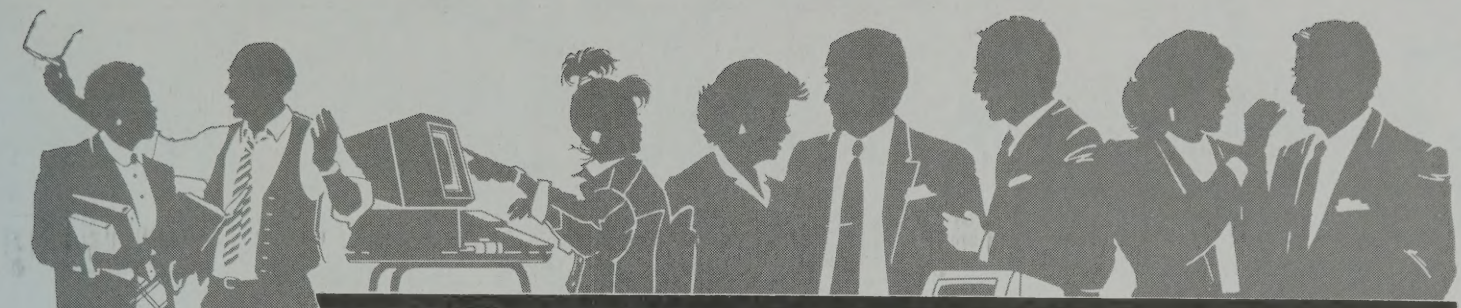
The Berry brothers rushed to throw a rope to the man. He was able to catch it and the brothers pulled him out.

"He certainly would have drowned if we had not been there," Berry said. "The men did not require hospital treatment, and they thanked us profusely."

Herb, who has worked for MVS for four years, all of them at the Salem Inspection Station, still went duck hunting that day, although getting off somewhat late. "We got two black ducks and a teal," he added proudly.

Lingo answers

1. **autopic**—the driver license number assigned to individual drivers
2. **CARS**—Citizen Assist Response System (used in MVS correspondence units)
3. **dishonored check**—one that was returned to the Division after two unsuccessful efforts to collect funds
4. **dupe rest fee**—duplicate fee for restoration of a license or registration
5. **remittance processor**—the automated machinery for recording MV payments received by mail
6. **Sup**—supervisor
7. **MVRT**—Motor Vehicle Record Technician
8. **menu**—a selection screen that shows computer program options
9. **comp system tube**—a computer terminal linked to the comprehensive data base for licenses, registrations, titles, and driver history.
10. **screen**—an informational display of what's in a computer file
11. **MSO**—Manufacturer's Statement of Origin
12. **off the street**—hired from outside the Division
13. **RSC**—Regional Service Center
14. **permanent/have status**—job title security after successful completion of a working test period
15. **Title 39**—a shorthand reference to New Jersey Motor Vehicle laws



The Inside Track

Employees Share Ideas About Helping Customers

Do you have an example of how service to MVS customers can be improved? We'd like to hear from you. Please use the printed Employee Survey Card, or a plain sheet of paper, to share your idea with co-workers. Your idea can be one you already use and know is effective, or one you think could be adopted to better serve our customers. Your comments will be printed on this page. Send your ideas to: Internal Communications Unit, Public Affairs Office, 7th floor, 25 South Montgomery Street, Trenton, N.J. 08666. You may also obtain additional Survey Cards from this office.

"LISTEN! It's very important to listen to what the customer is saying. Too many times a customer is sent to the wrong area because the initial employee did not listen to his/her story.

"The public doesn't know our terminology. For example he/she might say a renewal wasn't received but actually meant a renewal document wasn't received.

Linda Warren

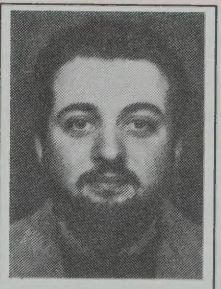
"An employee has to listen, not cut a customer off in mid-sentence. Think about what the customer said, ask questions, then determine how best to help the customer. We must think of all customers as individual people with individual unique problems. Not every problem can be dealt with in the same manner. Whether it's a phone call or a walk-in customer, keep in mind that he/she is more than just an autopic, plate number or vehicle identification number.

"The MVS public must be thought of as REAL people with what they consider REAL problems. Think of yourself as having to deal with an agency or bureaucracy and treat our customers as you would like to be treated."

Linda Warren
Coordinator
Data Base Correction

"I try and take my time with each motorist as they come through the inspection lane. They seem to appreciate that."

David Stevenson 3rd
Safety Specialist 3
Salem Inspection Station



David Stevenson 3rd

"I find that the use of proper language goes a long way in customer relations. For example, I *never* say to a customer: 'Your car failed for____; you failed for____; you need to fix____.' This language is too harsh. I find that by saying: 'The headlights or tires *need* attention' is a lot less harsh. I also never say rejection sticker, I say *temporary* sticker."

Frederick Grotz

Frederick Grotz
Safety Specialist 2
Wayne Inspection Station

"I made a copy of the New York map from the phone book. The driver needed to satisfy a Manhattan ticket. I called the court while the driver was here to get needed information. If counseling is needed for the driver, I call Family Services and have the driver set up an appointment immediately."

Kathy Higham-Benyon

Kathy Higham-Benyon
Driver Improvement Analyst 3
Driver Education and Improvement

A night to remember

Jo Ann Clarke attends two Inaugural Balls

For Jo Ann Clarke, Ombudsman of the Wayne Regional Service Center, it was a night of flowing black gowns and long limousines and rubbing elbows with the most powerful men and women in the world. It was a night she will never forget and a night George Herbert Walker Bush, the 41st President of the United States, is likely to never forget, either. It was January 20th—the day of President Bush's inauguration and the night of his inaugural balls. Through a close friend, Jo Ann Clarke received a couple of tickets to the hottest party in Washington—the inauguration itself and two of the inaugural balls.

Actually, the festivities for Jo Ann began the preceding Wednesday at the New Jersey Ball at the Sheraton Washington Hotel. Hosted by Governor Thomas H. Kean, the State Ball was a veritable "Who's Who" in New Jersey Republican politics. "It was so exciting to be there and to see everybody," Clarke recalls. "I even got to see President Bush's daughter, Doro. Everyone was so enthusiastic. There was a great spirit, a great feeling sweeping through the room."

But that was just a warm-up. The big party was on Friday after the inauguration. Actually, there were nearly a dozen balls going on simultaneously throughout Washington. Clarke attended one at the Sheraton Washington again, along with revelers from Connecticut and four or five other states. "The McGuire Sisters came and entertained and everyone looked so nice and attractive. But no one compared to the new Vice President, Dan Quayle. He looked absolutely gorgeous!" she said.

And what about President Bush and the First Lady? What were Clarke's impressions of the nation's new First Couple?

"I saw them at the swearing-in ceremonies. I felt like I was part of history being made," she said.

Jo Ann Clarke, left, chats with Colonel Doretha Rancourt (U.S. Army, retired), center, and Dr. Susanne Zimmerman, of Denville, at one of the two Inugural Balls she attended.

MVS NEWS BRIEFS

PETER N. PERRETTI, JR., WAS SWORN IN as the state's new Attorney General on February 14, 1989. He was a partner in one of New Jersey's largest law firms—Riker, Danzig, Scherer, Hyland and Perretti—and holds a law degree from Cornell University. The former assistant Essex County prosecutor replaces Cary Edwards, who left the position in January to pursue his gubernatorial campaign.

* * *

THE OAKLAND MOTOR VEHICLE AGENCY at 350 Ramapo Valley, Bergen County, is the latest agency to close down for renovations that will bring the facility up to the new customer service standards outlined in the model agency master plan.

The agency, which closed on February 25 for 10 to 12 weeks, will be completely gutted and new walls, floors, ceilings, fixtures, counters and furniture installed. The new office will be approximately 4,000 square feet.

* * *

ALL MOTOR VEHICLE OFFICES, inspection stations, agencies and driver testing centers will be closed on Friday through Sunday, March 24-26 in observation of Good Friday, Easter and Passover.

TALE LITE

State of New Jersey
Thomas H. Kean, Governor
Department of Law and Public Safety
Peter N. Perretti, Jr.
Attorney General
Motor Vehicle Services
Glenn R. Paulsen, Director

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